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PRINT HEAD WARRANTY POLICY

The print heads are covered by the manufacturer warranty in a period of 180 days (based on the date on invoice) under the following conditions:

1. Customers should follow the operation manual correctly while using the printer. The warranty is VOID if customers misuse the printer.
2. There should be no physical damages on the heads. Any physical damages on the head will result in VOID of the warranty.
3. Customers should use ink and cleaning solution purchased from Aeromatrix, Inc. Manufacturer warranty will be VOID if the customers use other ink and cleaning solution.
4. Manufacturer warranty will be VOID if the print head nozzles are clogged with dry ink.

If print heads fail to work, please follow the RMA procedure for replacement (see RMA Policy for more details)